

## **AGENCY GUIDELINES FOR COORDINATED TRANSPORTATION**

The guidelines included in this document are illustrative of the approaches an agency might take to fully implement and monitor coordination of transportation.

### **Introduction to ACCT**

#### **A. ACCT history**

Access to jobs, to services, to basic life activities such as shopping, recreation, and education is a fundamental need. This need transcends jurisdictional boundaries and categorical programs. The State of Washington makes significant investments in a range of programs and services designed to meet the basic needs of its citizens. Access is the key to the success of these programs and services. Transportation historically has been provided through a mix of formal and informal mechanisms that were developed by programs in isolation from each other, and which operate independently of each other. This creates duplication and inefficiencies. Resources are not used to their maximum.

Over the years efforts have been made to improve transportation services through a variety of stratagems, including improved coordination and integration of services. Because of a variety of structural, legal, operating, funding and regulatory barriers, and the absence of a structural framework for initiating change, these efforts have only been marginally successful.

In 1998, the Legislature created the Agency Council on Coordinated Transportation (ACCT). In doing so, the Legislature declared its intent that transportation services for persons with special needs should be coordinated to increase efficiencies and to improve services. In 1999, the Legislature reinforced this intent by expanding ACCT's responsibilities and defining the Program for Agency Coordinated Transportation (PACT).

PACT is to be implemented through a two-tiered approach, one involving coordination among state agencies, and the other involving the development of coordinated transportation systems at the community level. A key state agency responsibility is the development of consistent policies that support the coordination of transportation at the state and local levels. These guidelines will help agencies meet that legislative intent.

#### **B. ACCT RCWs (Section 47.06B)**

The RCW is attached to these guidelines.

## C. What is ACCT?

ACCT is a council of state agencies, transportation providers, consumer advocates, and legislators with the mission to:

- Promote the coordination of special needs transportation
- Provide a focal point for discussing issues, identifying barriers, and recommending appropriate changes
- Propose appropriate legislative remedies
- Report progress and issues to the Legislature

## A. What is special needs coordinated transportation?

*Special needs coordinated transportation* is defined as “transportation for persons with special transportation needs that is developed through a collaborative community process involving transportation providers; human service programs and agencies; consumers; social, educational, and health service providers; employer and business representatives; employees and employee representatives; and other affected parties.” (RCW 47.06B.012)

The vision is a system that:

- Serves all people with special transportation needs
- Efficiently uses all community transportation resources
- Is easy to access regardless of who needs the ride or who is paying for the ride
- Is integrated and interdependent
- Contributes to a livable community, a vital economy, and a sustainable environment

## E. Who are persons with special transportation needs?

These are individuals, including their personal attendants, who because of physical or mental disability, income status, or age are unable to transport themselves or purchase transportation.

## Design and Purpose of the guidelines

### A. Agencies to which these guidelines apply:

The ACCT provisions impact all state agencies that either provide or purchase transportation, or sponsor programs that require transportation to access those programs. **RCW 47.06B.010. . .** It is the intent of the legislature that public

transportation agencies, pupil transportation programs, private nonprofit transportation providers, and other public agencies sponsoring programs that require transportation services coordinate those transportation services"

**"RCW 47.06B.015...** The Program for Agency Coordinated Transportation will facilitate a statewide approach to coordination and will support the development of community-based coordinated transportation systems.

## B. Structure and approach

This document suggests guidelines, mechanisms, policies and procedures that may help affected state agencies meet the intent of the ACCT statutes. Each agency may have different structures or systems for promulgating agency administrative policies. Each agency needs to ensure that all pertinent executive management as well as field personnel are provided with information and requirements regarding coordinated transportation. The samples provided are generally designed for agencies responsible for providing services for people who fit the definition of having "special transportation needs". Agencies should adapt or simplify the samples to meet their individual needs.

## C. Agency response to the ACCT statute:

The ACCT is required to report to the legislature regarding the implementation progress of the legislation by December 2000 and biennially after that date. The December 2000 report will include a list of the state agencies that have responded to ACCT indicating whether or not they have assessed themselves as falling under the ACCT provisions and initiating a process of policy development. Agencies should:

- Use the questions provided earlier to determine whether or not your agency is covered by RCW 47.06B. If the answer is yes, use this process and these guidelines to develop and implement Agency-wide administrative policies relating to the ACCT statutes, identifying the coordination efforts, policies, required plans, reports, and assignments for the agency. Please respond to ACCT by October 31, 2000 indicating your intent to implement a special needs transportation policy or an explanation regarding your interpretation of the statute (47.06B) as not applicable to your agency.
- Develop or revise agency policies in response to transportation coordination statutes and legislative intent.

- Develop and maintain an agency transportation coordination committee, task force, work group, or other assigned staff. The following are suggested approaches:
  1. Assign a Transportation Coordination point person for your agency and for sub-units if needed.
  2. Include transportation and transportation coordination issues on the executive management agenda at least once per year.
  3. Hold or attend other transportation coordination meetings as needed. This might include PACT and ACCT meetings as well as local or regional transportation forum meetings.
  4. Develop an evaluation method or models for monitoring performance measures and preparation of a briefing report as described in item G in the Policy Guidelines below.

## **POLICY GUIDELINES:**

*The following is a sample of the headings and issues that might be considered in an agency's rules or policies regarding coordinated transportation. The samples provided are generally designed for agencies responsible for providing services to people who fit the definition of having "special transportation needs". Agencies should adapt or simplify the samples to meet their individual needs.*

### **A. Program, Policy, or Service Development (RCW 47.06B.015 (3)) Sample policy:**

In the development and management of new and ongoing programs, policies, and services the agency (administration, division, etc.) shall:

1. Assess the potential impact of changes in programs, policies, and services on agency client transportation costs, and on the operations and transportation costs of other transportation providers, service agencies, and stakeholders. The agency shall be responsible for developing a process that:
  - permits the opportunity to identify impacts and costs in writing
  - requires program managers to evaluate these costs and impacts
  - requires program managers to prepare written updates summarizing the analysis that was done and the reasons for actions taken in response to the impacts reported
  - requires that such updates be made available for review by agency executives, stakeholders, local transportation providers, other service providers, and ACCT upon request
2. Participate in local transportation coordination coalitions to improve special needs transportation and access to services in communities, addressing issues such as:
  - flexible use of vehicles
  - a single entry process
  - a cost allocation process
  - minimum safety standards
  - a transportation resource inventory
  - designing a coordinated special needs transportation system
3. Evaluate programs and policies to determine if barriers to coordination exist and can be eliminated. This will include

participating in the PACT Forum and such work groups as are formed to address these identified barriers.

## B. Siting of new facilities (RCW 47.06B.015 (3)) Sample policy:

In the development and siting of new facilities that are open to or serve customers special transportation needs, the agency (administration, division, etc.) shall:

1. Evaluate the impact on local transportation systems, providers and users of any newly sited facilities.
2. Initiate and /or participate in local transportation coordination forums to discuss agency plans for siting of new facilities.
3. Develop a transportation coordination policy that:
  - permits local transportation service providers an opportunity to identify impacts and costs of access to the facility in writing
  - requires program managers to assess and evaluate costs and impacts reported by local transportation service providers and stakeholders
  - requires program managers to prepare written reports summarizing the siting transportation coordination analysis that was done and the reasons for actions taken in response to the impacts reported
  - requires that such reports be made available for review by agency executives, stakeholders, local transportation providers, and ACCT upon request
4. When working with cities, counties and businesses concerning new development, provide incentives to local governments and businesses to:
  - consider the impact on public transportation of siting new facilities and businesses
  - document the availability of public transportation to the new facilities and businesses
  - provide for public comment concerning transportation impacts
  - provide mitigation where access is inadequate

## B. Contracting and subcontracting      Sample Policies:

### Solicitations:

Agencies often choose to contract for the delivery of social, health, or transportation services. When soliciting grant applications/bids/proposals for any of these, provide incentives to promote transportation coordination as a means of ensuring wise use of resources and access to services. Sample strategies and incentives may include:

- Require in the application/proposal a discussion of the respondent's history in coordinating transportation, or a discussion of planned new efforts to coordinate;
- In a competitive solicitation, offer extra points for coordination history or planned efforts;
- Restrict the competition to organizations that provide coordinated transportation or participate in local coordination processes;
- Offer additional funds for respondents that provide or participate in coordination.
- Give preference to vendors who participate in local public transportation coordination forums and implement public transportation coordination strategies, when purchasing services from vendors.
- Include the coordination of transportation in the statement of work as an expected activity.

### Contracts:

### *Sample language:*

Following are examples for possible inclusion in agency contracts:

#### The Contractor shall...

- Participate in local public transportation coordination forums and implement strategies designed to ensure access to services.
- Include in all required reports a description of efforts to directly ensure access to services.

#### The Agency shall...

- When monitoring, include questions that will determine the contractor's level of effort to promote the coordination of transportation. If the contractor is making no efforts to participate in local forums or otherwise ensure access to services, the monitoring shall report a finding, recommend

corrective action, and follow up to ensure these actions have been completed.

#### D. Information management / budget and finance:

RCW 47.06B.015 and .030 list the tasks that must be accomplished in implementing the Program for Agency Coordinated Transportation. These include setting performance measures, evaluating performance, identifying transportation costs, and developing mechanisms to monitor and report progress in implementing the provisions of the ACCT legislation.

As part of the Program for Coordinated Transportation the ACCT will be developing methodologies to assist local and state agencies in identifying transportation costs. As a first step, a sub-committee of the PACT Forum has been created to define “transportation cost”. ACCT will also be working with the Office of Financial Management in creating a means to track and report costs. Further information and technical assistance will be forthcoming in these areas. However, to the extent that your agency currently has the capacity to track and report on transportation services and expenditures, you should develop guidelines for tracking and reporting such information.

#### E. Internal monitoring:

Agencies should monitor and evaluate their coordinated transportation performance goals, and prepare progress reports annually or biannually. Performance goals for contractors should also be monitored (see section C above).

##### Sample monitoring policies:

In the ongoing management of new programs that serve special needs customers or provide transportation the agency (administration, division, etc.) shall:

- Monitor performance goals for transportation coordination activities by use of regular reports (annually or biannually) from each administration within the agency.
- Monitor contract compliance for contractors required to coordinate transportation.

#### F. Briefing report



Agencies will need to **compile an agency-wide Transportation Coordination briefing report** each biennium and submit it to the ACCT. This should occur through the life of the council, currently until June 30, 2008. These reports will be compiled and included as a portion of the ACCT biennial report to the legislature, as required by statute. To be included in the December report, ACCT will need to have the agency reports by October 1st of each even numbered year, beginning with 2002. Reports should include the following information:

- Highlights of the transportation coordination activities that occurred over the preceding two years
- An assessment of how coordination of transportation has have affected service levels, costs, and quality
- A summary of agency performance measures and level of participation with the ACCT chapter of RCW
- A summary of the agency transportation coordination work plan for the next reporting period.